

**RFQ NOTIFICATION SHEET**  
**Office of Contracts and Rate Setting**

State of Michigan  
Department of Human Services

Notice of a request for quotations is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	ITB Number
Up to \$325,000 DOE, LIHEAP & MPSC	DHS DOE-07-82031

**Bid Description:**

Pursuant to P.A. 230 of 1981 as amended by P.A. 123 of 2003, the Department of Human Services, Bureau of Community Action and Economic Opportunity (BCAEO) is soliciting proposals from Michigan Community Action Agencies (CAAs) to provide weatherization services to low-income persons residing in Wayne County within the city of Dearborn. If the Department is unable to identify a qualified CAA to perform these services at a reasonable rate, the process may be opened up to non-CAAs at a later date. If this occurs, notification will be posted to this website. The Michigan Weatherization Assistance Program (WAP) is federally funded through the Departments of Energy and Health and Human Services. Additional program funding is provided via a competitive bid process by the Michigan Public Service Commission. Department of Energy Guidelines are listed in the Code of Federal Regulations (CFR) Title 10, Part 440 (10CFR 440). Other federal regulations also apply, such as 10CFR 600, OMB A-133, OMB A-122 and OMB A-87. These Federal Regulations can be accessed through the Weatherization Assistance Program Technical Assistance Center website at: <http://www.waptac.org>. The Michigan WAP operates within a set of quality control standards called the Michigan Weatherization Field Manual. Program policy is found in the Community Services Field Manual. Both may be accessed at the DHS public website at: [http://www.michigan.gov/dhs/0,1607,7-124-5452\\_7124\\_7211---,00.html](http://www.michigan.gov/dhs/0,1607,7-124-5452_7124_7211---,00.html).

**Due Date For Response:**

02/02/2007

**Contact Person Name:**

Diane Holley

**Phone #:**

(517) 335-6070

**E-Mail Address:**

[holleyd@michigan](mailto:holleyd@michigan)

**REQUEST FOR QUOTE**  
Michigan Department of Human Services

Contract/RFQ Number: DOE-07-82031

Bid Submission Due Date & Time: 5:00 pm 2/2/07

Geographic Area to be Served: City of Dearborn

Service Titles: Contractor will provide WAP services to eligible households in the City of Dearborn service area. Contractor will prepare and submit a detailed WAP Local Service Plan, (for each funding source) which has been approved by resolution of the agency's governing board and signed by the chief elected officer of the board or the executive director, if so indicated in the resolution. Contractor will maintain a basic service system which includes an outreach/intake system, a method of installing measures, pre/post inspection procedures, and qualified crews and/or contractors.

Anticipated Contract Begin and End Dates: April 1, 2007 - March 31, 2008

Method of Reimbursement: ☒ Actual Cost ☐ Unit Rate

Maximum Annual Contact Amount: \$ up to \$325,000 per year

Issuing Office: Department of Human Services Bureau of Community Action & Economic Opportunity

Contact Person: Diane Holley

Telephone #: 517-335-6070 Fax #: 517-335-5042

Email Address: holleyd@michigan.gov

Pre-proposal Conference: (Date, time, location) N/A  
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: 1/26/07 5:00 PM EDT

Submit 4 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

<b>Bureau of Community Action and Economic Opportunity</b>		
DHS Office		
<b>235 S. Grand Ave., Suite 1314</b>		
Street Address		
<b>Lansing</b>	<b>MI</b>	<b>48909</b>
City	State	Zip

The bidder must submit all inquiries regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS’ availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder’s fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority:	P.A. 2080 of 1939.	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
Completion:	Mandatory.	
Penalty:	Contract Invalid	

## **BIDDER OVERVIEW**

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bidder Response
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

## Description of Services for Bid

### I. CONTRACTOR RESPONSIBILITIES

#### A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Wayne County, City of Dearborn.

#### B. Location of Facilities

The Contractor shall provide services described herein in facilities located at:

Within the City of Dearborn, Michigan.

#### C. Client Eligibility Criteria

1. Individuals/Families who occupy a family unit, and
2. Household income is at or below 150 percent (for U. S. Dept. of Energy WAP and U. S. Health & Human Services Low Income Home Energy Assistance Program funding); at or below 200 percent (for Michigan Public Service Commission funding) of the poverty level established by the U.S. Department of Health and Human Services, or

which contains a member who has received cash assistance payments under Title IV (FIP) or XVI of the Social Security Act (Supplemental Security Income for the Aged, Blind and Disabled), or State Disability Assistance, at any time during the 12-month period preceding the determination of eligibility for weatherization assistance, or

3. is a qualified rental dwelling unit in accordance with Community Services Policy Manual Item 608.

#### D. Services to be Delivered

1. *The following narrative highlights the requirements of providing weatherization services:*

The provider must document their ability to provide service to the low income population within Wayne County, City of Dearborn, Michigan. This should include the ability to transport materials to the jobsite, the ability to have transportation for inspectors to travel to homes, and the ability to obtain applications from low-income clients within the city. This should also include the ability to communicate

with the non-English speaking and specifically the Arabic-speaking clients that are residents of the city.

WAP Inspectors shall (as part of the initial inspection) discuss with the client previous conditions in the home (past utility usage, operation of combustion appliances, health and safety issues with the home, etc.). The inspector shall conduct combustion analysis and diagnostic testing to the combustion appliances, if applicable. The inspector shall set up and conduct a blower door test on the home, to determine the air infiltration rate and to locate air infiltration sites. A visual inspection of the home shall be conducted, which will include inspecting the attic, ductwork, crawlspace, sidewalls, and measuring the home for area and volume. Finally, the inspector shall write up a work order describing the existing conditions and the energy savings and health & safety measures to be completed. Separate work orders may be written for combustion appliance activities, electric baseload measures, as well as the evaluation of combustion appliances or electric baseload measures. The inspector shall discuss with the client the work that will be completed and what the next step in the process of work on their home will be (licensed mechanical contractor may call, client may need to move items in attic, etc.). This is a DOE client education component.

The crews or contractors shall install materials into the home. Note that “contractors” includes all licensed Michigan contractors including but not limited to licensed mechanical contractors, general contractors, etc.

Materials installation activities may include blowing cellulose insulation into attic spaces, or into sidewall cavities. Fiberglass batting may also be installed in specified areas such as finished or “kneewall” attics or crawlspace areas. Prior to installing attic or crawlspace insulation, the crew/contractor must seal all thermal bypasses between the attic or crawlspace areas leading into the living space. These thermal bypasses may include (but not limited to) open wall tops, plumbing/soilstack chaseways, chaseways surrounding chimneys, or open areas above stairways. A licensed mechanical contractor may also be required to seal or install ductwork, if necessary. Blower door testing, combustion appliance draft testing and other diagnostic testing will be required to be completed by the energy auditor or weatherization inspector at different times, depending on the work being done, during the visit to the client’s home.

The inspector shall, as part of the final inspection, conduct all necessary diagnostic testing, combustion testing, and blower door testing. This is to verify that all work has been completed in a manner to meet the performance requirements specified in the Michigan Weatherization Field Manual. The inspector shall verify that all materials charged to the specific job have been installed and accounted for. The inspector shall recap with the client the work that was completed and the potential impact it may make on the client’s utility usage. The inspector shall also reiterate the issues discussed during the initial inspection on the actions that the client can make to also impact their energy usage. The

inspector must review the inspection assessment form with the client and obtain the client's signature.

The Contractor will annually prepare and submit a detailed WAP Local Service Plan for each funding source (DOE, LIHEAP and MPSC) as directed by the BCAEO. Each plan will be approved by resolution of the Grantee's governing board. As part of the plan, the Contractor will be responsible for completing a Weatherization Unit Production and County Unit Production schedule as well as a Weatherization Goals Summary identifying the agency's targeted priority goals for the program year. The Contractor will weatherize eligible dwelling units in its service area.

2. Volume of Service

The historical number of DOE-funded weatherized units is as follows:

<b>DOE Program Year</b>	<b>Average Maximum Per Unit</b>	<b>DOE Funding Level</b>	<b>Unit Production</b>
04	\$2,672	\$167,073	55
05	\$2,744	\$167,797	54
06	\$2,826	\$172,037	53
07	\$2,885	*	*

\* PY07 funding/production is projected to be similar to PY06.

3. Unit Definition(s): A dwelling unit that has all weatherization materials installed and the sub-grantee or its authorized representative has performed final inspection(s) including any mechanical work performed, and certified that the work has been completed in a workmanlike manner and in accordance with the priority determined by the audit procedures required by Section 440.21.

## REQUEST FOR QUOTE - RATING CRITERIA

Request for Quotes (RFQ) will be rated by a Rating Committee according to the following criteria:

### **I. Bidder's Experience/Qualifications**

(Maximum points: 25)

#### **A. Agency**

1. Has bidder ever performed WAP services?
2. Did bidder meet annual unit production over the last three program years?
3. Does the bidder demonstrate successful collaborative working relationships with other relevant community systems?
4. Does bidder have experience in development and oversight of a WAP program plan?

#### **B. Staff**

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required

2. Does the staff include a Michigan WAP Certified Inspector?
3. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required.

4. Does the staff who will provide administrative oversight have experience in this or a related service?



Considerations:

- . Length of experience
  - . Similarity of experience to services to be required
  - . Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
  - . Will the service provided correspond to DHS' needs?
  - . Does current administrative staff have previous work experience in directly providing these similar services?
  - . Does current administrative staff have appropriate previous work experience in WAP administration?
5. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

**C. Education**

1. Are educational requirements appropriate for all staff responsible for the program?
- . Length of experience
  - . Supervisory
  - . Intake/Outreach
  - . Administrative
  - . Inspection/Crew
2. Does the bidder provide an acceptable level of training for new staff?
3. Does the bidder have an acceptable level of on-going training to staff?

**D. Performance**

1. If this or similar services were provided to DHS previously:
- . Were the terms of the agreement fulfilled satisfactorily?
  - . Was DHS satisfied with the quality of services provided?
  - . If not, did the bidder submit and implement appropriately corrective action plan?
  - . Did bidder meet annual unit production goals and stay at or below the average maximum unit cost in the previous program year?
2. Were Statements of Expenditures and Programmatic reports submitted timely during the previous program year?

3. During previous program year, did the bidder demonstrate compliance with program cost limits?

## **II. Program Implementation (Work Plan)**

(Maximum points: 35)

### **A. Service Delivery**

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population?
3. Is the bidder's plan for accommodating client barriers to accessing services adequate?
4. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
5. Does the bidder describe an adequate plan to ensure that client program eligibility determinations are done correctly?
  - . Policy knowledge
  - . Client notice of eligibility
  - . Maintenance of client files
6. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
7. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
8. Does the bidder demonstrate ability to service the Arabic-speaking community in the city of Dearborn?
9. Does the bidder plan include adequate training- both for new employees and ongoing education for longer-term staff.

### **B. Staffing**

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?

2. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
3. Does the bidder identify an adequate plan to assure an appropriate level of staff/contractor screening?

**C. Support Activities**

1. Are client service centers accessible enough to accommodate the geographic service area?
2. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?
3. Does the bidder identify an adequate plan to assure an appropriate level of health and safety for clients and weatherization crews/contractors?
4. Does the bidder currently contract for WAP services and/or inspections currently?
5. Does the bidder describe how materials will be purchased, warehoused (if applicable), inventoried and transported to weatherization sites?

**III. Outcomes**

(Maximum points: 20)

- A. Does bidder identify adequate plan for submitting required reports timely?
- B. Did the bidder demonstrate ability to establish and achieve program priority goals?
- C. Does bidder demonstrate the ability to meet production goals?
- E. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services, e.g. track utility usage 12 months prior to application and 12 months following completion of weatherization activities?

**IV. Fiscal Resource Allocation**

(Maximum points: 5)

- A. Does bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
- B. Is supervisory and administrative support adequate with respect to appropriate
  - . Consultation
  - . Back-up
  - . Span of control
- C. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- D. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- E. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- F. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
- G. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?

**V. Availability/Accessibility**

(Maximum points: 15)

- A. Does bid response adequately describe how bidder will identify the client population?
- B. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during service hours?
- C. Does the bid response adequately describe how bidder will provide outreach services?
- D. Is the bidder able to provide services at times when most clients can access them?

- E. Are the bidder's facilities and services easily accessible to clients with disabilities?
- F. Is the bidder's plan for addressing client language barriers feasible and appropriate?
- G. Does the bidder have an appropriate plan for serving clients with physical disabilities?
- H. Is the bidder's plan for use of specific assistance funds reasonable and appropriate to achieve program goals?

#### Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

## REQUEST FOR QUOTE POLICY

### General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

#### 1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

#### 2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

#### 3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

#### 4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

#### 5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
  - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
  - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
  - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
  - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
  - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
  - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.



## BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

### To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us>
  - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
  3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
  - The bid response should be paginated, except for attachments
  - Font size should be 12 or larger
  - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

## BIDDER RESPONSE SECTION

1. Bidder Name:

2. Bidder Mailing Address:

Bidder E-mail Address:

Bidder Fax Number:

3. Bidder Mail Code: (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

private, non-profit

private, proprietary

public

university

5. Bidder's fiscal year begin date: (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

\_\_\_\_\_  
Signature of Organization  
President or Director

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Typed Name of Organization  
President or Director

\_\_\_\_\_  
(Date)

**A. Bidder Experience/Qualifications**

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List locations within the city of Dearborn at which the bidder maintains offices where client intake will be provided.
4. List all contracts with DHS that have been in place within the past 5 years.
5. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
  - Brief description of service provided;
  - Recipient of service;
  - Dates of service provision;
  - Describe the degree of similarity between related services the bidder has provided and the services being bid;
  - Name and telephone number of a contact person for each individual or agency for whom service was provided.
6. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
  - Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
  - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
7. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

8. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

**B. Work Plan (Program Implementation)**

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery.
2. Prepare a description of the way in which service would be provided to a client.
  - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of services required to complete the service: hours per day, days per week, and total hours/week.

Describe how your agency will do each of the following:

4. Ensure all required training for the program is completed. Inspectors must be certified by the State of Michigan, Bureau of Community Action and Economic Opportunity. New inspector training is available each quarter at the Lansing-based WAP Training center and the inspector certification process usually takes between 6 to 9 months. The new inspector should have some field experience in weatherization and/or builder/construction knowledge prior to taking the initial one-week inspector class. Following this training, the inspector should return to the field under the tutelage of a certified inspector. Within three months, the inspector's work should be evaluated by state staff and the new inspector should return to the WAP training center for the three day weatherization equipment training. Following this training, state staff will schedule job visits for the purpose of evaluating the new inspector's work. If the new inspector meets program qualifications, s/he will be certified.
5. Provide continuing education to WAP personnel as required by DOE or Michigan WAP standards. Training opportunities may include annual BCAEO WAP Conference; quarterly Michigan Association of Community Action Agencies

(MCAAAA) meetings with WAP training sessions; advertised BCAEO WAP training; e.g. Lead Safe Work, Mold, etc.; and national/regional WAP conferences.

6. Provide energy education to clients about health and safety issues that should be addressed in their homes.
7. Provide required health and safety training to Weatherization staff, crew and contractors as required by the Michigan DOE State plan as well as the DOE federal regulations.
8. Conduct thorough energy audits via the National Energy Audit Tool (NEAT) or Michigan priority system. Both are included in the Michigan WFM.
9. Provide client outreach to obtain applications for eligible customers for the Michigan WAP using the Michigan weatherization application.
10. Demonstrate ability to service large Arabic-speaking population within the city of Dearborn.
11. Demonstrate ability to accommodate client barriers to accessing services.
12. Demonstrate ability to manage client intake and outreach activities as well as retention of client files as required in the CSPM.
13. Upon completion of the initial inspection, determine which services meet the program's cost-effectiveness test for the targeted priority individual households included in the State of Michigan DOE State Plan.
14. Deliver services, or arrange for their delivery, based on the inspection results, while meeting the cost-effectiveness requirements of the program. Energy education will be provided to **all** program participants.
15. Ensure that all work has received a final inspection including all necessary diagnostic testing.
16. Ensure compliance with program cost limits such as: 10% Administrative limit in DOE allocated funds; 25% non-energy related repairs and replacements in MPSC funding; \$2,826 average maximum unit cost for DOE units; and the average allowable cost of labor/materials for LIHEAP and/or MPSC units.
17. Collect utility usage information for each household weatherized for the 12 months prior to application date as well as the 12 months immediately following weatherization activities.

18. Provide monthly reports electronically detailing production activities and hard copy expenditure reports for fiscal reporting.
19. Maintain records as required in the grant agreement.
20. Describe the plan for purchasing weatherization materials and the inventory and warehousing process (if applicable).
21. Assure an appropriate level of client confidentiality.
22. Describe how your agency will facilitate BCAEO/DOE representatives the ability to monitor, both the quality of workmanship to ensure that it is in compliance with MWFM and the administrative component of the operation.
23. Describe how your agency will ensure cooperation with contractors hired by BCAEO to provide process and impact evaluations of the program, if applicable.
24. Describe when and how staff and/or contractors will be supervised.
25. Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
26. Explain how clients will participate in identification of needs and decision making.
27. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
28. Provide a copy of the training and technical assistance that will be used for staff and/or contractors.

**C. Achievement of Outcomes**

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. What percentage of outcomes will be achieved for clients served?

**D. Availability**

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.

4. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
5. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.
6. Access to public transportation.
7. Outreach  
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Ability to respond to crisis situations.
8. Special assistance
  - . How available
  - . How used and when
9. Other  
Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

## **E. Budget Completion**

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) ([http://www.michigan.gov/documents/CM-468ex\\_15681\\_7.xlt](http://www.michigan.gov/documents/CM-468ex_15681_7.xlt)) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- Budget and/or cost documentation required for any subcontract of \$2,500 or greater.

## **F. Budget Narrative**

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.



**BIDDER NAME:**

**PRICE QUOTATION**

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1: Weatherization of a single unit.

Unit Definition: A dwelling unit (see page 7)

a. Price per unit of service: \$\_\_\_\_\_/unit

Service #2 (if applicable): \_\_\_\_\_

Unit Definition: \_\_\_\_\_

a. Price per unit of service: \$\_\_\_\_\_/unit

Service #3 (if applicable): \_\_\_\_\_

Unit Definition: \_\_\_\_\_

a. Price per unit of service: \$\_\_\_\_\_/unit

Service #4 (if applicable): \_\_\_\_\_

Unit Definition: \_\_\_\_\_

a. Price per unit of service: \$\_\_\_\_\_/unit

Bidder: Submit this form in a separate envelope with the budget.

**BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS**

Michigan Department of Human Services

Bidder Name *	
County	Type of Service

CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
<b>**MANAGERIAL/ SUPERVISORY</b>					
<b>DIRECT SERVICE</b>					
<b>SUPPORT STAFF</b>					

\* Please provide information on staffing only for services to be provided for the request for quote/contract.

\*\*Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, place the position in whatever category the bulk of the individual's time will be spent.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

## RESOURCE GRID

### MICHIGAN DEPARTMENT OF HUMAN SERVICES

\* Do not include dollar amounts.

\*\* List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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